KHIE
KENTUCKY HEALTH INFORMATION EXCHANGE

Kentucky Health Information Exchange Monthly Update
Transitions of Care

Conference Call Details:
866-904-6912
Access code: 956235

Polly Mullins-Bentley, RN, RHIT, CPHQ
Health IT Coordinator, GEOHI
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KHIE Onboarding Project Manager
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Direct Coordinator, MU Advisor

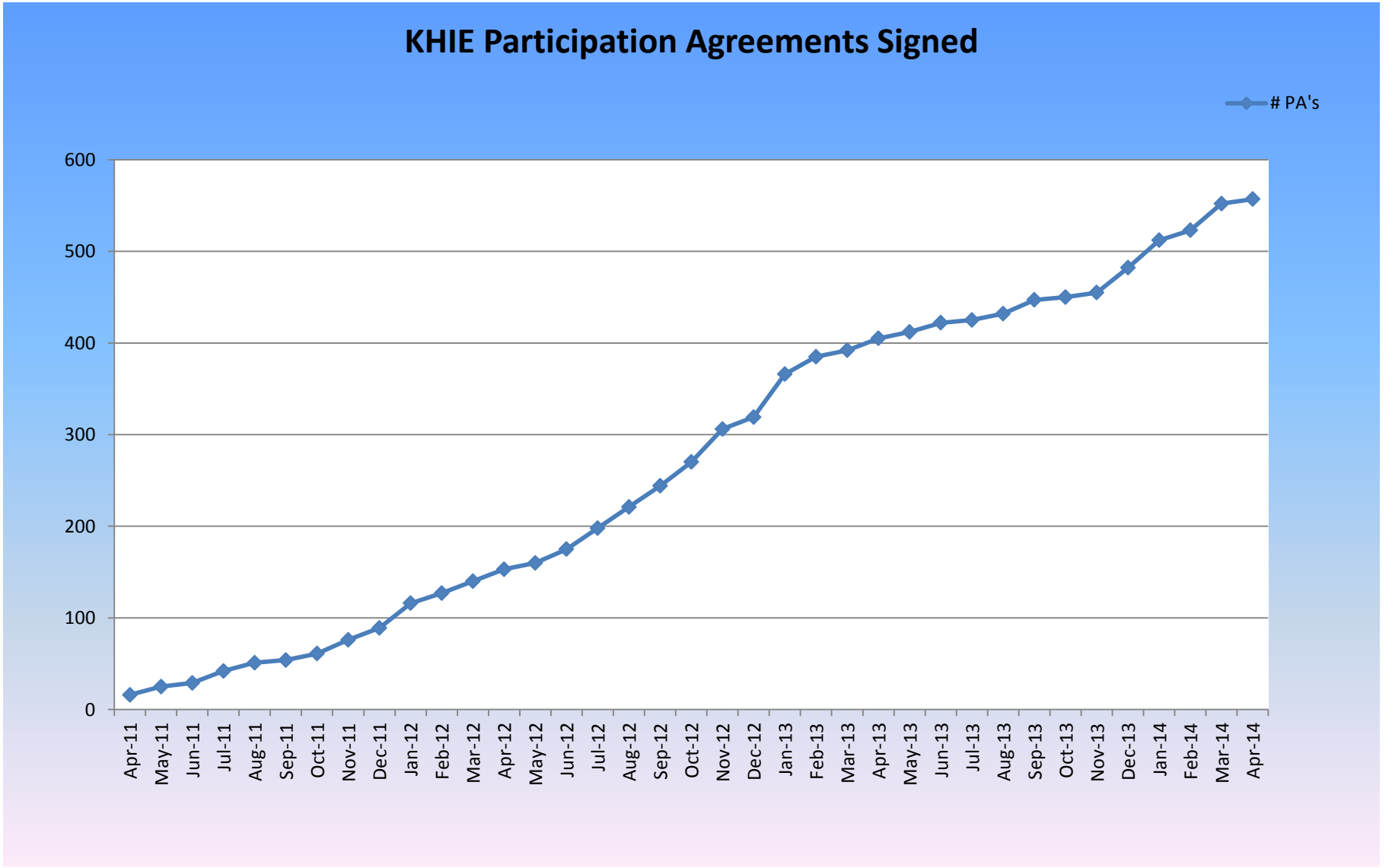
Kentucky UNBRIDLED SPIRIT

Agenda

- How KHIE can facilitate transitions of care
- Your role in transitions of care
- Your vendor's role in transitions of care
- What you can do now to prepare
- How to get into KHIE's queue
- Opportunities to collaborate

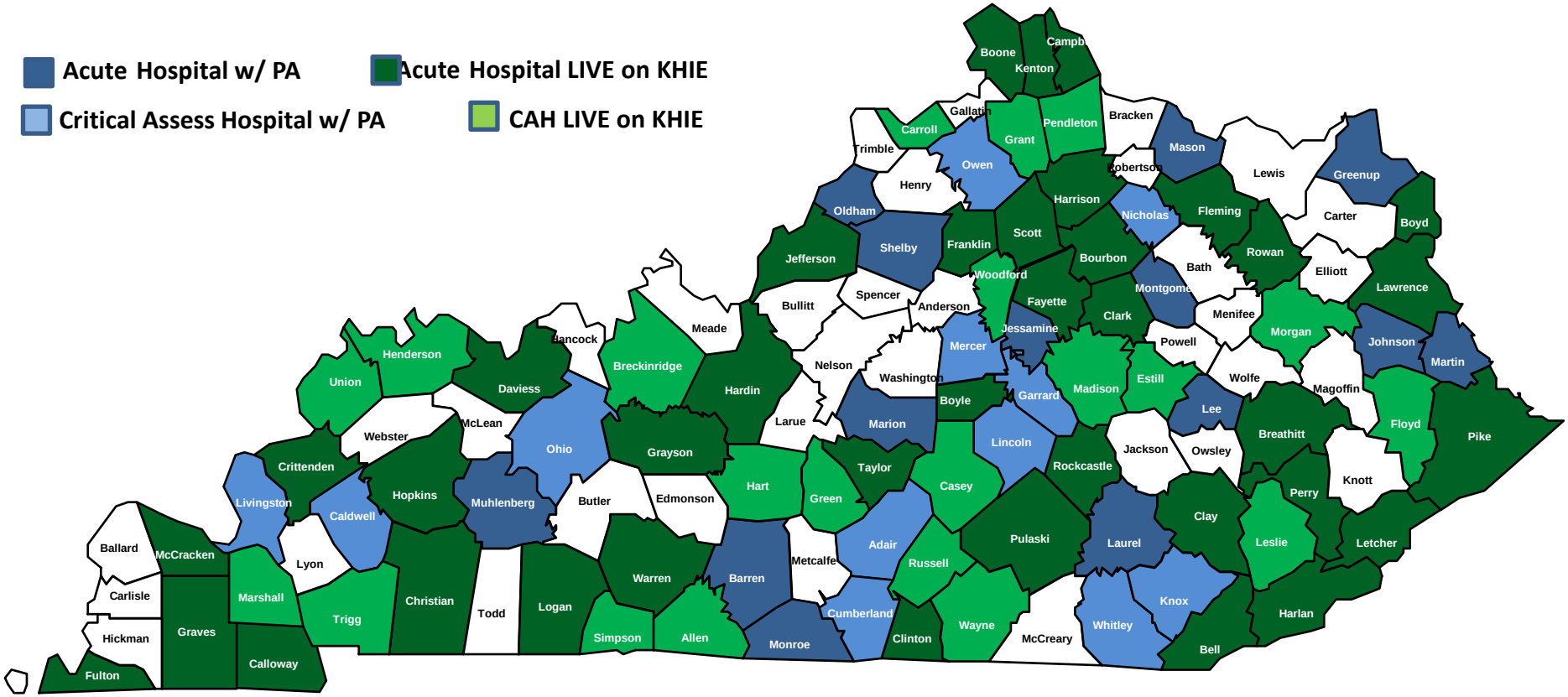
565 KHIE Participation Agreements
March 1, 2011 – May 7, 2014

Representing 1953 Healthcare Locations



KHIE Hospital Connections

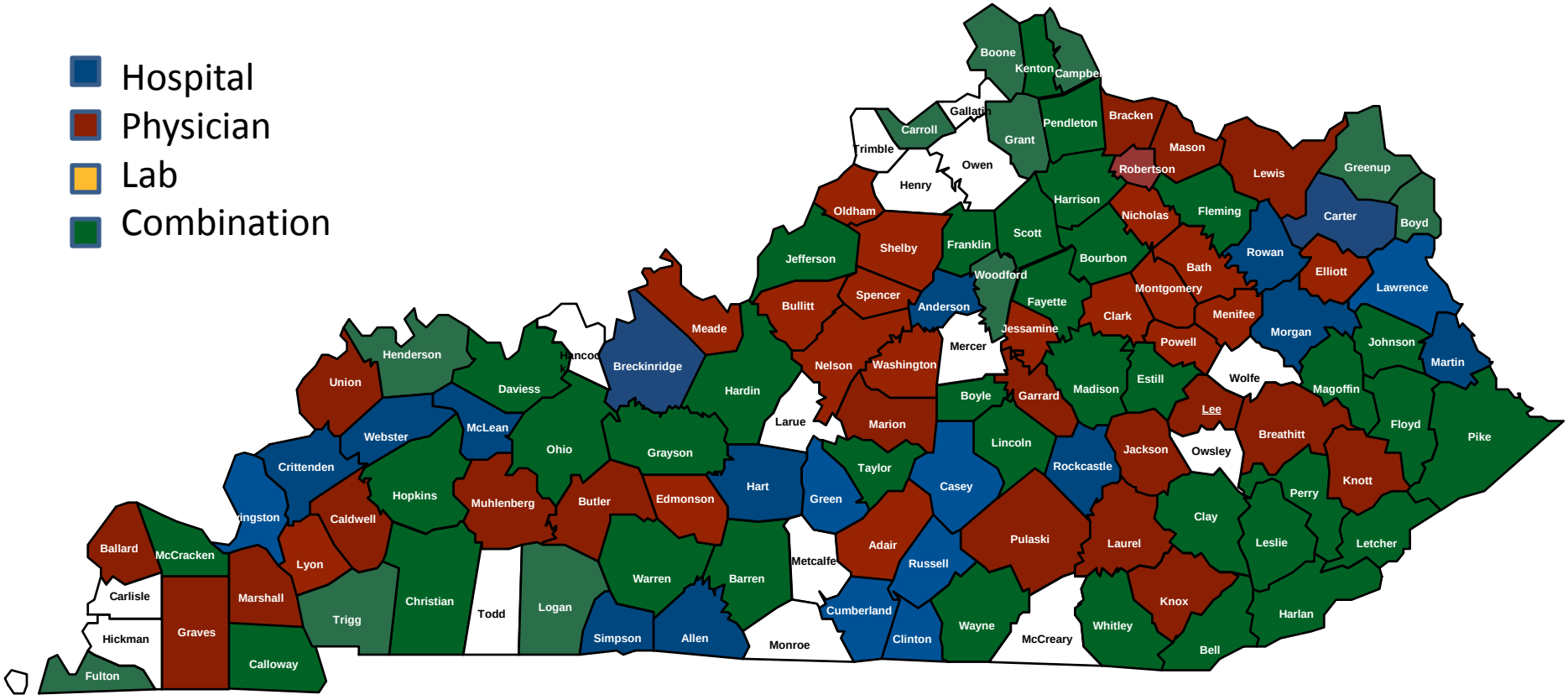
72 Signed PA's representing 99 Hospitals (30 are CAH) 77 Live Hospitals
Updated 05/02/2014



803 KHIE LIVE Connections

Hospitals/Physicians/Labs by County

Updated 05/07/2014



Others:

- Kentucky Immunization Registry
- State Lab (Microbiology) (Franklin)
- Grundy, VA
- Hamilton, OH
- Indiana
- Pennyroyal Behavioral Health Ctrs

KHIE Patient Portal

myhealthnow is a tool that lets you see your health information over the internet. You can see your office visit records, review your lab results, and even update your personal information. It is completely safe so you can be certain that your private information is protected. We hope this new tool will help you take an active role in your healthcare.

Are you a new NoMoreClipboard user?

To create a new account, please complete the form below.

user name:

password:

password strength:

retype password:

email address:

No email address? Click here to create a free email account.

I agree to the terms and conditions

CREATE ACCOUNT

Norton SECURED powered by Symantec

Are you an existing NoMoreClipboard user?

If you have an exisiting or temporary NoMoreClipboard password, log in below.

username:

password:

forgot username / reset password

LOG ON

kyhealthnow
advancing our state of wellness

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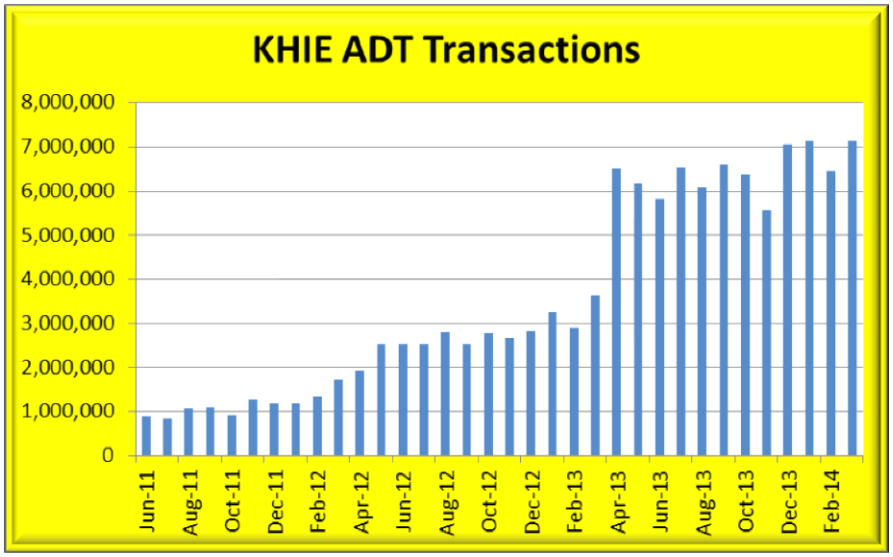
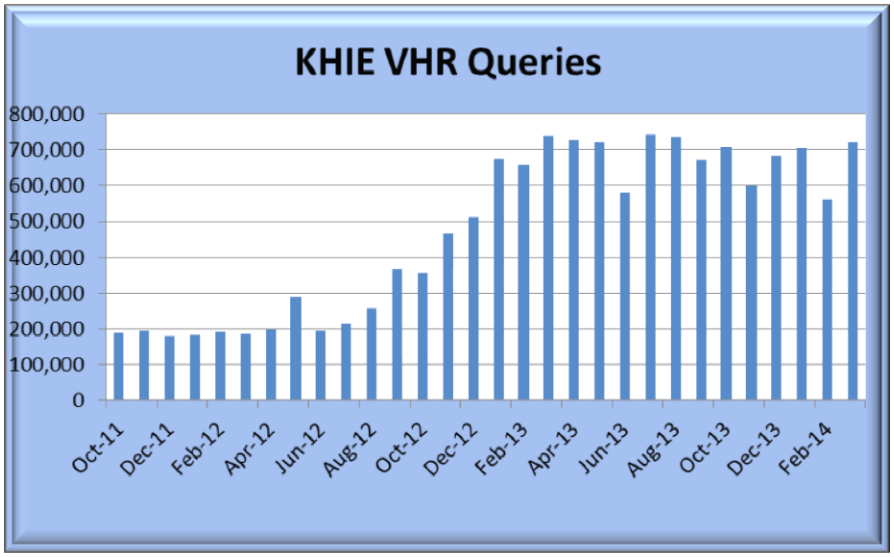
Kentucky Public Health

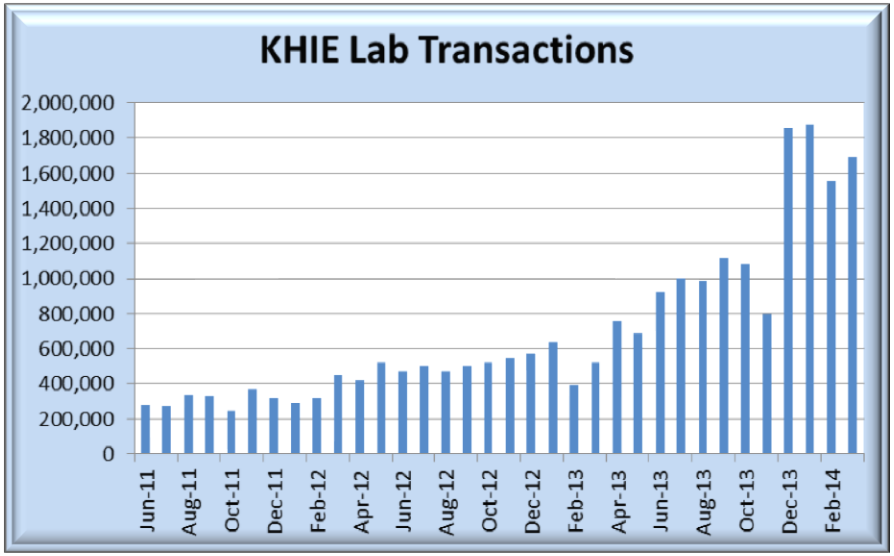
Kentucky

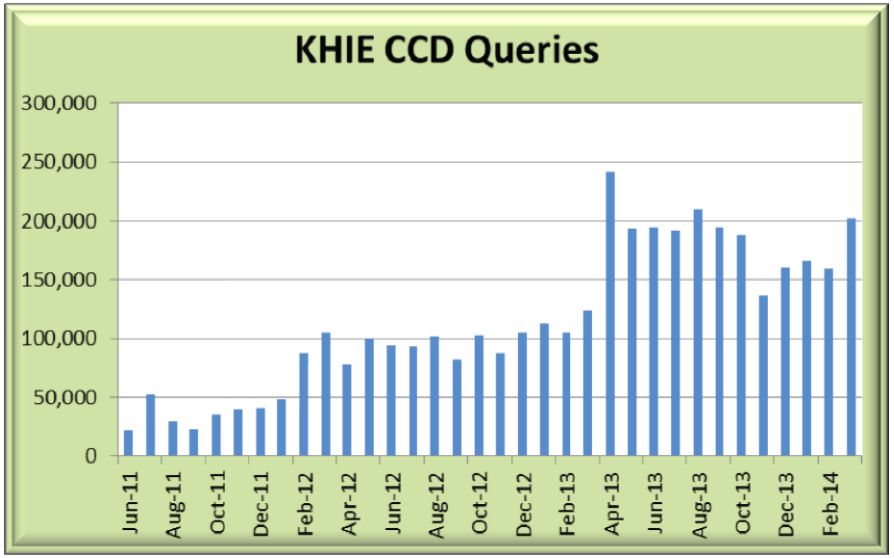
Progress

As of 4/15/14

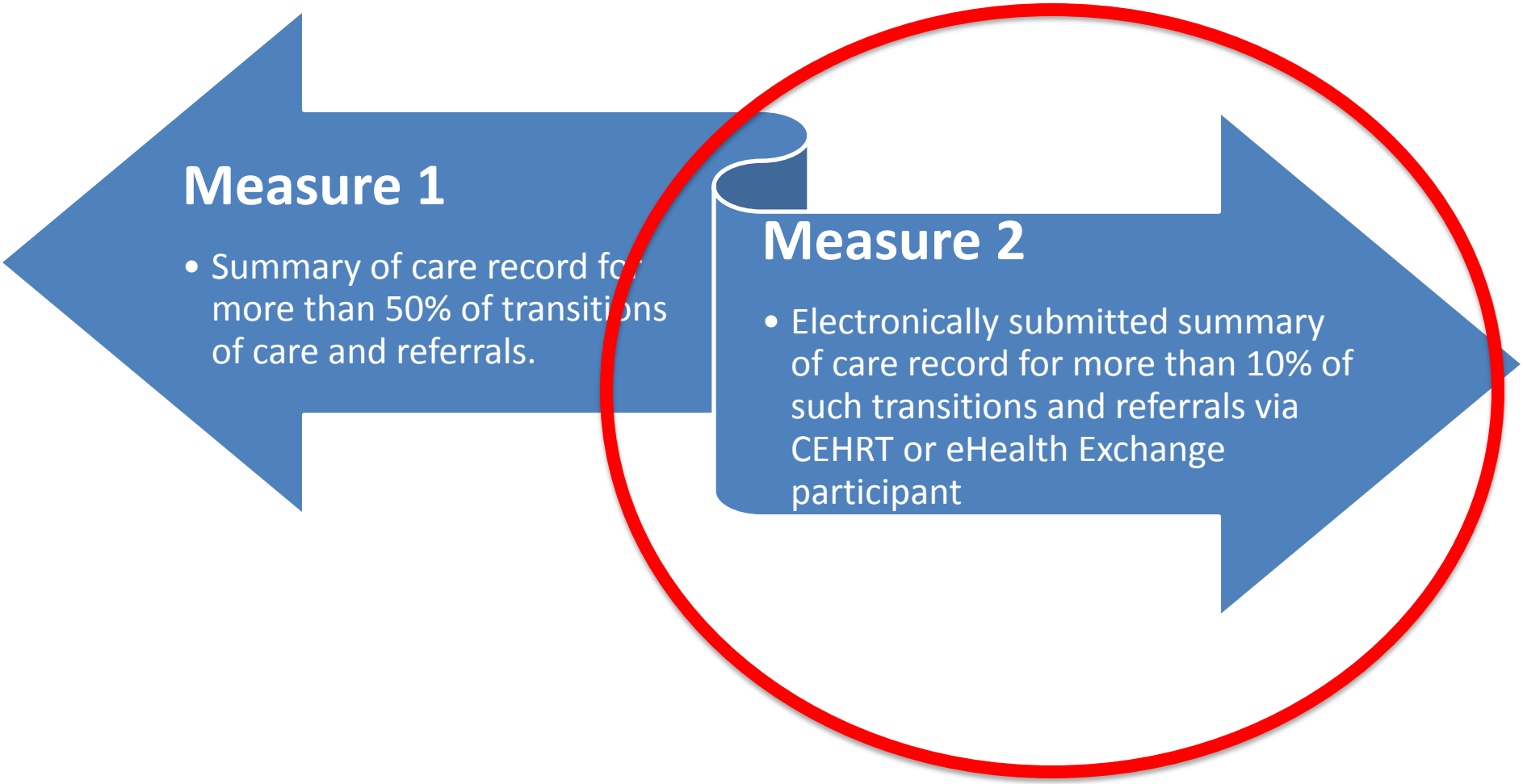








Stage 2 ToC Measure #2

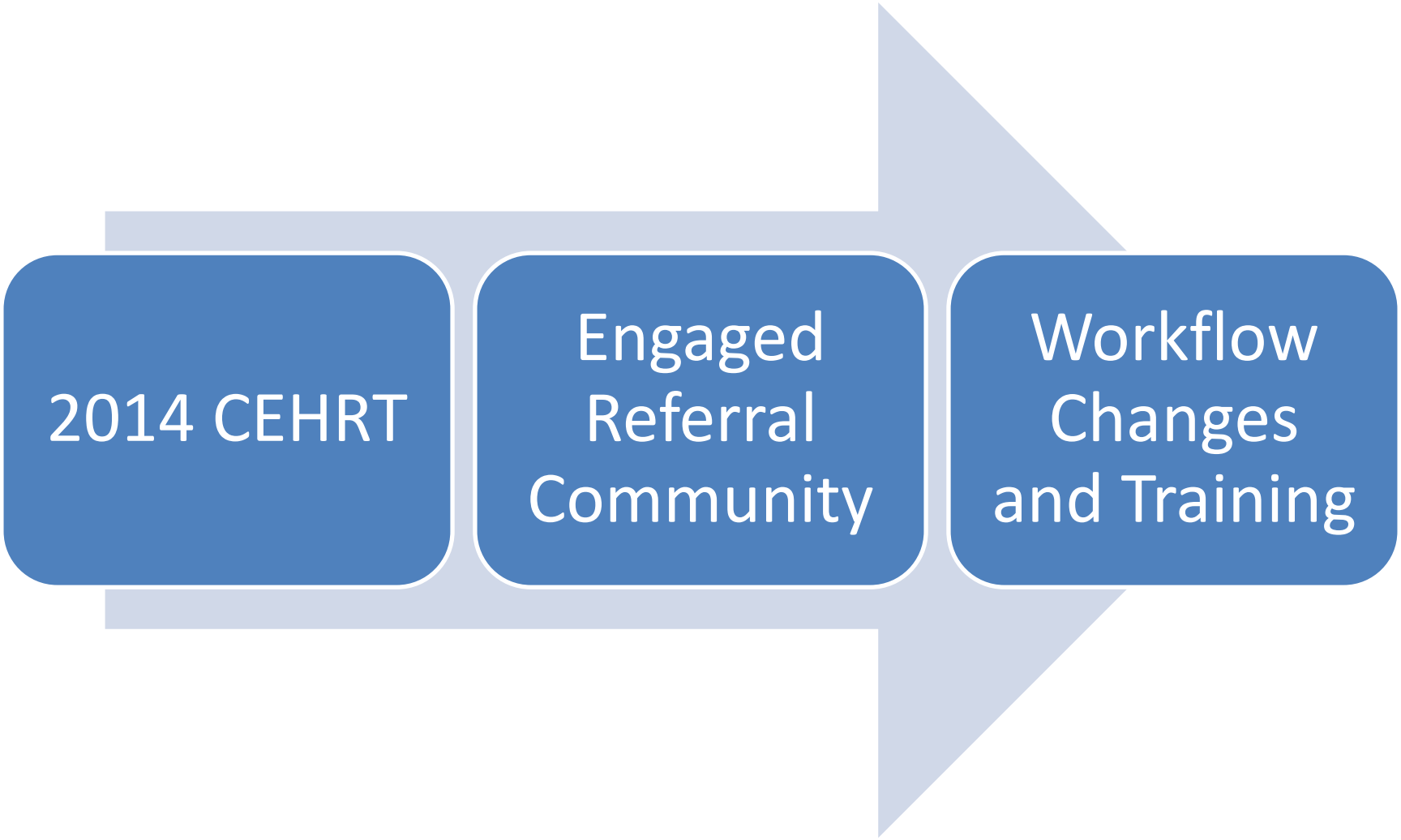


What Makes ToC Measure #2 so Challenging?

MU is no longer just about you and the CEHRT that you use…

You need to be able to exchange summary of care records with facilities in *your* referral community

Milestones to Achieving ToC



What Technology Do I Need?

Question: How can I meet the second measure that requires more than 10% of the summary care records I provide for transitions of care and referrals to be electronically transmitted?

Answer: An EP, eligible hospital, or CAH could use 3 distinct approaches, but for today's discussion, we will focus on the one approach that comes included with 2014 CEHRT for MUS2:

Direct Secure Messaging

At a minimum, 2014 CEHRT gives you the ability to:

- ✓ Generate a summary of care record
- ✓ Package the summary of care record for delivery via Direct

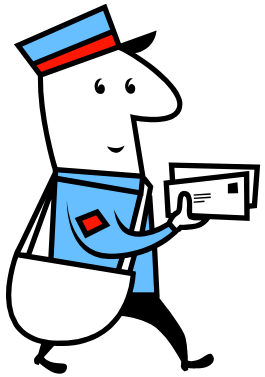
What you may not get is the ability to:

- ✓ Transmit the summary of care record to your referral partner

To transmit a Direct message to others outside of your EHR and organization, you will need a:

Health Information Service Provider (HISP)

What Exactly is a HISP?



Summary of Care Record (CCDA)

Direct Secure Messaging Protocol

HISP

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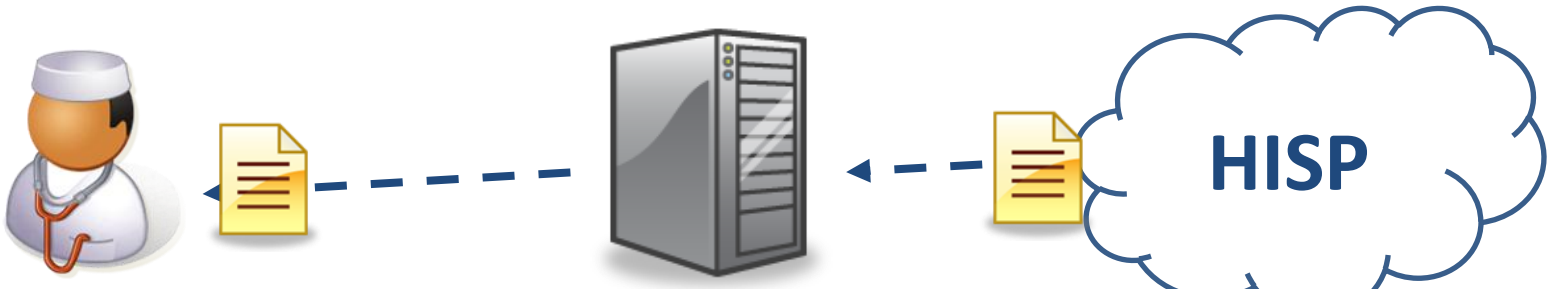
HISP in Action

Routing Direct Messages: Who Does What?



drbob@direct.myhealthfacility.org

EHR

HISP

EHR Vendors with HISPs

Acumen Physician Solutions	Healthland, Inc.
AdvantaChart Inc.	iSALUS Healthcare
AllMeds, Inc.	M.S. Group Software, LLC
Allscripts	McKesson
Aprima Medical Software, Inc	McKesson Provider Technologies
athenahealth, Inc	McKesson Specialty Health
Cerner Corporation	MedInformatix, Inc
Compulink	Meditab Software, Inc.
Connexin Software, Inc.	MedPlus, A Quest Diagnostics Company
CPSI (Computer Programs and Systems), Inc.	Modernizing Medicine
eClinicalWorks LLC	Netsmart Technologies
Elekta - IMPAC Medical Systems, Inc.	NextGen Healthcare
e-MDs, Inc.	PBSI - Positive Business Solutions, Inc.
Eyefinity/OfficeMate	Practice Fusion
GE Healthcare	QRS Inc.
Glenwood Systems LLC	Sevocity a division of Conceptual MindWorks, Inc
gloStream, Inc.	Siemens Medical Solutions USA Inc
gMed, Inc.	SOAPware, Inc.
Greenway Medical Technologies, Inc.	SuccessEHS
Health Innovation Technologies, Inc.	Ulrich Medical Concepts
Healthcare Management Systems, Inc.	VersaSuite
HealthFusion	Vitera Healthcare Solutions, LLC

EHR Vendors That May Not Include a HISP

ADP AdvancedMD
CorrecTek
Epic Systems Corporation
First Insight Corp
Health Care Systems, Inc.
Hello Health inc
LeonardoMD, Inc.
Medical Informatics Engineering
Medical Information Technology, Inc.
MicroFour, Inc.
ModuleMD
Netsmart Technologies
Orchard Software
Siemens Medical Solutions USA Inc

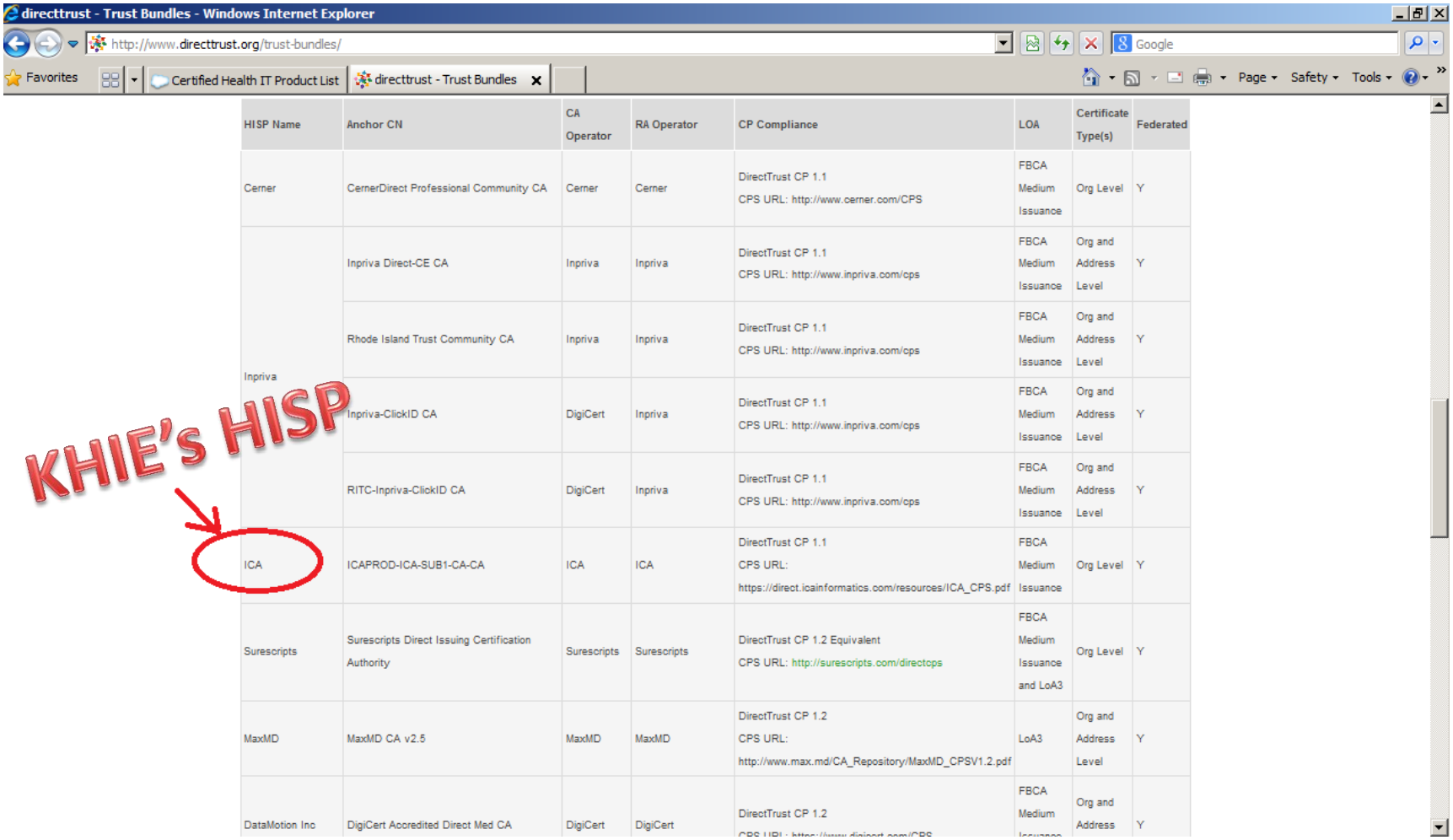
Where Do I Get a HISP?

1) **KHIE**
2) **Other vendors offering HISP services, but look for one that is DirectTrust accredited**

http://www.directtrust.org

to ensure that your messages flow freely between your EHR and the EHRs used by your referral community

DirectTrust Bundle



HISP Name	Anchor CN	CA Operator	RA Operator	CP Compliance	LOA	Certificate Type(s)	Federated
Cerner	CernerDirect Professional Community CA	Cerner	Cerner	DirectTrust CP 1.1 CPS URL: http://www.cerner.com/CPS	FBCA Medium Issuance	Org Level	Y
Inpriva	Inpriva Direct-CE CA	Inpriva	Inpriva	DirectTrust CP 1.1 CPS URL: http://www.inpriva.com/cps	FBCA Medium Issuance	Org and Address Level	Y
	Rhode Island Trust Community CA	Inpriva	Inpriva	DirectTrust CP 1.1 CPS URL: http://www.inpriva.com/cps	FBCA Medium Issuance	Org and Address Level	Y
	Inpriva-ClickID CA	DigiCert	Inpriva	DirectTrust CP 1.1 CPS URL: http://www.inpriva.com/cps	FBCA Medium Issuance	Org and Address Level	Y
	RITC-Inpriva-ClickID CA	DigiCert	Inpriva	DirectTrust CP 1.1 CPS URL: http://www.inpriva.com/cps	FBCA Medium Issuance	Org and Address Level	Y
ICA	ICAPROD-ICA-SUB1-CA-CA	ICA	ICA	DirectTrust CP 1.1 CPS URL: https://direct.icainformatics.com/resources/ICA_CPS.pdf	FBCA Medium Issuance	Org Level	Y
Surescripts	Surescripts Direct Issuing Certification Authority	Surescripts	Surescripts	DirectTrust CP 1.2 Equivalent CPS URL: http://surescripts.com/directcps	FBCA Medium Issuance and LoA3	Org Level	Y
MaxMD	MaxMD CA v2.5	MaxMD	MaxMD	DirectTrust CP 1.2 CPS URL: http://www.max.md/CA_Repository/MaxMD_CPSV1.2.pdf	LoA3	Org and Address Level	Y
DataMotion Inc	DigiCert Accredited Direct Med CA	DigiCert	DigiCert	DirectTrust CP 1.2	FBCA Medium	Org and Address	Y

KHIE's HISP

ICA HISP<->HISP Connections Confirmed

Axesson

CareAccord

Cerner Corp

Covisint

DataMotion

EMR Direct

HealtheConnections RHIO of CNY

HIXNY

Infomedtrix

Inpriva

IOD

MaxMD

MedAllies

Medicity

MHIN

MRO

Orion

San Diego Health Connect

Secure Exchange Solutions

Surescripts

Updox

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Direct Onboarding with KHIE

Getting in the Queue for Testing

3 Steps to Get Into the Direct Test Queue

Step 1:

Sign KHIE Direct Legal Agreements

Step 2:

Complete Technical Readiness Assessment

Step 3:

Establish Trusted Agent

Step 1: Legal Agreements

- ✓ **KHIE Participation Agreement**
- ✓ **Direct Addendum(s)**
  - Provider (EHR)
  - Patient (Patient Portal)

Step 2: Technical Readiness Assessment

- ✓ **2014 XDR-Ready CEHRT Installed**
  - Test Environment
  - Production Environment
- ✓ **Domain Names Secured**
  - Top-level domain –or– Sub-domain
  - Domain name servers pointed to ICA
  - ICA as Certificate Authority will provide the certificate required for the connections
- ✓ **Technical Assessment Completed and Returned to KHIE**

Step 2: Technical Readiness Assessment

Direct Secure Clinical Messaging
KHIE Health Information Service Provider

KHIE Health Information Service Provider
Direct/XDR Readiness Form

Contact Information	
1. Organization Name	
2. Direct Project Manger	Name: Email: Phone: Title:
3. Technical Contact from your organization who will perform the XDR set up, download and install certificates, configure the client system, and enable EMR XDR services	Name: Email: Phone: Title:
4. Vendor Technical Contact who will support this integration	Name: Email: Phone:
5. Trusted Agent Availability for ID' proofing the Trusted Agent	Name: Email: Phone: Date available:
6. Attestation Reporting Period and Anticipated Attestation Date	
Technical Readiness	
1. EHR vendor and version with service packs for XDR functionality. Is the	

Step 3: Trusted Agent

✓ Trusted Agent Responsibilities:

- Participate in video conference with KHIE Direct Coordinator to be identity proofed
  - In person identity proofing
  - Identity validated via government-issued photo ID
- Verify the identity of the users at their organization who will use Direct in accordance with NIST Level 3 Identity Proofing guidelines
  - Can be accomplished by:
    1) Current hiring/credentialing practices
    2) Validating identities as new Direct users are added

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Direct Onboarding with KHIE

Test Process

Direct Onboarding Test Process

Goal: To be live in production environment at the end of 3(?) test sessions

- ✓ **Joint 1 Hour Test Sessions**
  - Facility technical resource
  - Vendor technical resource
  - ICA
- ✓ **Tests to be Performed:**
  - Outbound (EHR->HISP)
  - Inbound (HISP->EHR)
  - Patient Portal (if needed)

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Direct Onboarding with KHIE

Building Your Community of Care

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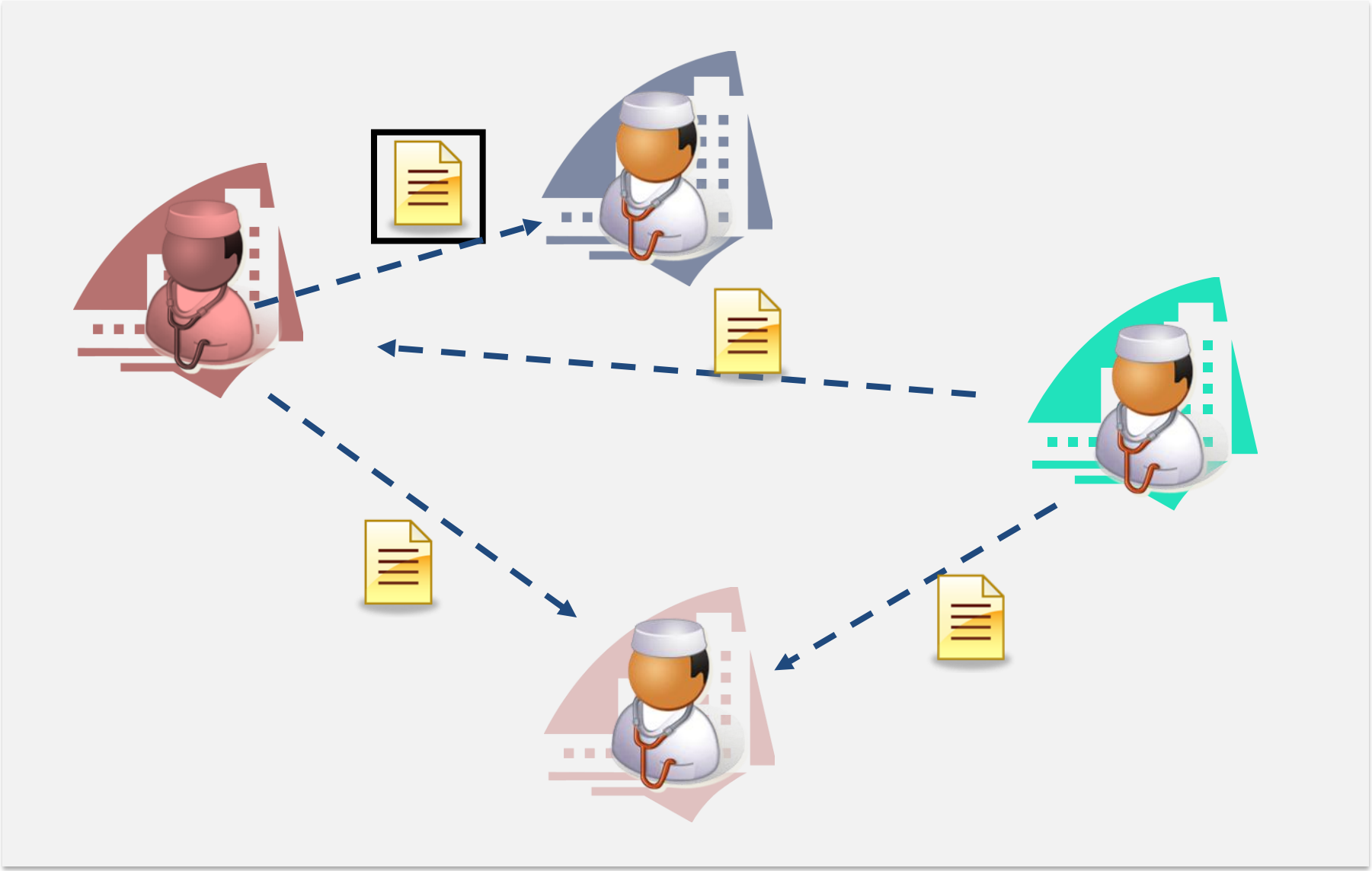
Building a Community of Care



ToC Implications

- You depend on facilities within your referral community to receive summary of care records that you send

- Other providers depend on you to be able to receive summary of care records for transitions that they send your way

Strategies to Fulfill Transitions of Care

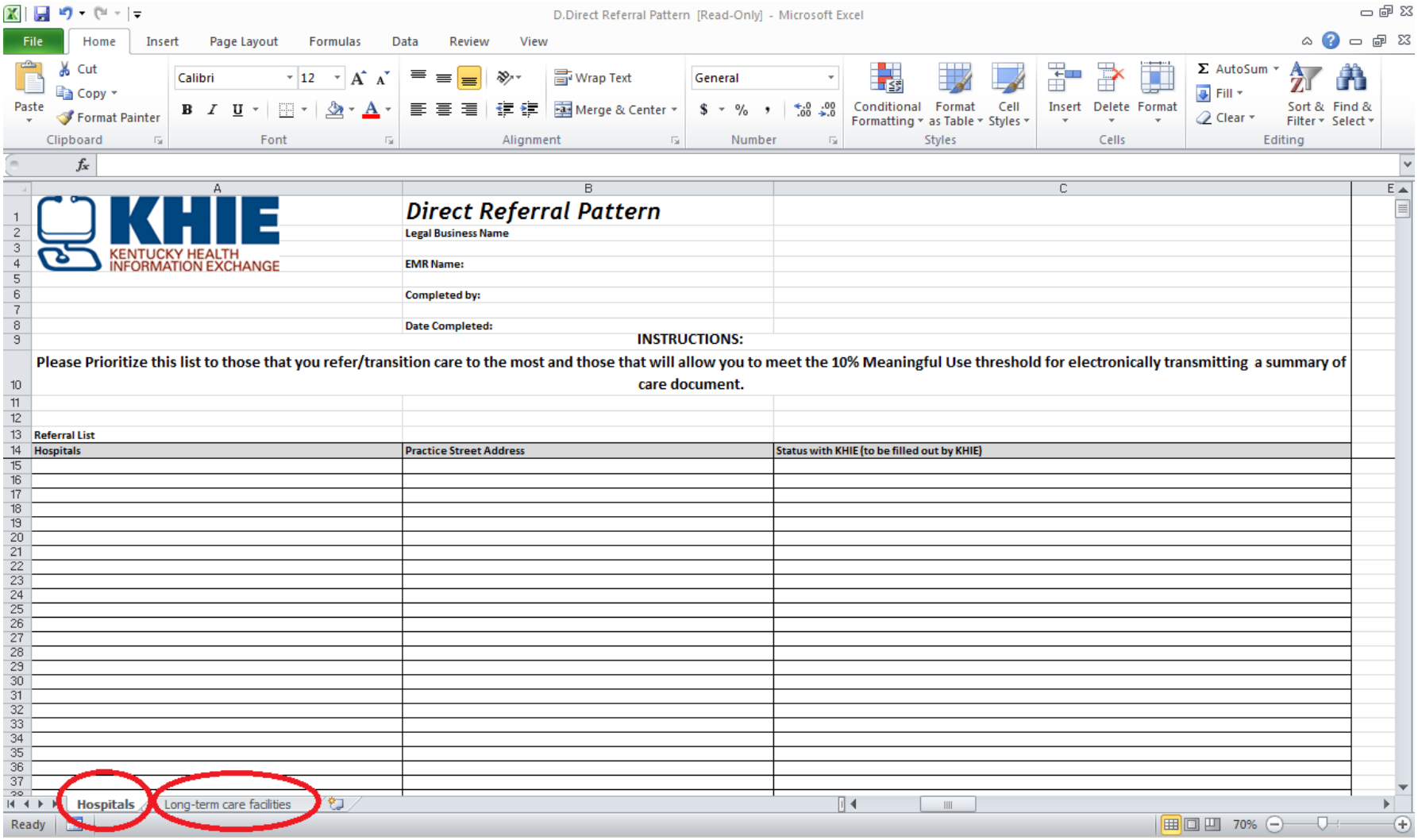
Think *Strategically* – Zero in on the Five Facilities You Need to Get to 10%

- ✓ Hospitals
- ✓ Long-Term Care

Contact Referral Partners *Now*

- ✓ To notify them of your desire to electronically send summary of care records via Direct secure messaging
- ✓ If they have an EHR, obtain their Direct email addresses (or determine when they will be live on Direct)

Direct Referral Pattern Worksheet



Direct Referral Outreach Letter

Direct Secure Clinical Messaging
KHIE Health Information Service Provider

XXXXX Hospital is working with the Kentucky Health Information Exchange (KHIE) and would like to include your facility in our ***Care Transitions*** initiative.

In many of our communities the priority transition/referral from the hospital is to the local nursing home. Care transitions, if not done well, can lead to gaps in care and even errors, especially in medication administration. Improving care transitions will positively impact overall quality and safety of care. KHIE is working with communities to include Long Term Care/Post Acute Care facilities to improve the way care transitions are accomplished.

The KHIE is a state-wide secure network built to support the electronic exchange of patient clinical information to help with care transitions and coordination. KHIE is currently working to connect healthcare organizations across the Commonwealth. Although KHIE works primarily with healthcare providers (hospitals, clinics) that have electronic health records (EHR), KHIE also has technology that can include other providers, who might not have an EHR. This technology is Secure Clinical Messaging, commonly referred to as '***Direct Messaging***.'

Secure Clinical Messaging, or Direct, is very similar to and works very much like secure email, but has added functionality for healthcare. KHIE will provide this technology to your facility and will work with your providers on implementation and education regarding this service. KHIE will provide this at no cost to your facility.

I have copied the KHIE Outreach Coordinator, Lisa Sanders, who will facilitate this work. **Please reach out to her to begin this process.** She will explain what needs to be done to get things started!

Referral Partner Complications

1) Not be ready for MU Stage 2
2) Not have 2014 CEHRT
3) Not participate in MU
4) Not have an EHR

Referral partners who do not have an EHR (aka "*whitespace provider*") can sign up to use KHIE's Direct secure messaging portal to send/receive Direct secure messages

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Direct Onboarding with KHIE

Roles and Responsibilities Summary

KHIE's Role

- ✓ HISP, for routing messages between you and other DTAAP accredited HISPs
- ✓ Feedback re: your referral partners' Direct capabilities
- ✓ Outreach assistance to long-term care facilities
- ✓ Portal that "whitespace" referral partners can use to send and receive Direct messages

Your Vendor's Role

- ✓ Ability for you to create and manage your Direct email addresses
- ✓ Internal routing the Direct message to the individual user
- ✓ Integration of Direct technology into your EHR (how does it work within your workflow?)
- ✓ Counting (numerator and denominator) for the ToC measures

Your Role

- ✓ Determine who you need to send summary of care records to in order to achieve your 10% threshold
- ✓ Engage your referral partners
  - Verify their ability to receive Direct messages
  - Ask them for their email addresses

Collaboration Opportunities

Join KHIE's Transitions of Care Weekly Meeting

11am Eastern

Conference call: 866-904-6912

Access code: 557780

Webinar link: **Join the meeting.**

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Key Take Aways

Success Requires Significant Effort!

Act Now!

- Complete the steps to get into the test queue
- Start planning and engaging your referral partners

3 Steps to Get Into the Direct Test Queue

Step 1:

Sign KHIE Direct Legal Agreements

Step 2:

Complete Technical Readiness Assessment

Step 3:

Establish Trusted Agent

Questions

Jennifer Wilder, MHA
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